

# STUDENT HANDBOOK FOR STUDENTS AGED 16&17

Welcome to Frances King. We hope that the time that you spend studying in the UK will be enjoyable and rewarding. We want to make sure you are as safe and happy as possible in London. Here is some advice to help you during your stay in the U.K.

## AT THE SCHOOL

### SIGNING IN AND ATTENDANCE

**You must sign in at reception every day when you arrive at school. If you are unwell or cannot attend for another reason you must call us on 07570 695 082 or email [london@francesking.com](mailto:london@francesking.com) if you can't talk to us. If you haven't signed in, or contacted us, the school will contact your accommodation or your family in your country.**

You should attend all classes and on time. The school has a strict attendance policy, and you should also let us know if you are running late (e.g. over 15 minutes).

### STUDENT CARD AND LANYARDS

You should always carry your student card with you as it contains the school emergency number.

You should always wear your red ID lanyard inside the school buildings. This is for your safety. If you have forgotten your lanyard at home, please come to the reception (first floor) when you arrive at the school to request a temporary one. If you see one of your classmates not wearing their lanyard, please tell them to wear it. If you see someone that you do not know in the school not wearing a lanyard, please inform a member of staff immediately and do not speak to this person.

You can recognise the different people in the school by their lanyards:

- Red: students
- Blue/green: staff members
- Pink: visitors who have registered at the reception

## TIMETABLE – A DAY AT FRANCES KING

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### CLASSES

Standard Course: 09:00 to 12:50 (morning course).

Intensive course: 09:00 to 12:50 and 13:40 to 15:25. 55-minute lunch break.

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### BREAKS

You will have short breaks during your lessons. Please use this time to get water from the water fountains in the common areas or go to the bathroom.

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## LUNCH CLUB

Students booked on an intensive course get one Lunch Club every two weeks (a light lunch with an English speaker and a group of students). We put up a list of which students have Lunch Club on which days on the first-floor notice board. Lunch Clubs take place on Thursdays and Fridays. On the day of your Lunch Club, please come to the Student Common Area on the first floor at 12:50 when your morning class ends and meet with your group. You will go to the café/restaurant together.

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## OTHER LUNCH OPTIONS

On the days when there is no Lunch Club you are welcome to have lunch on the school premises using the tables/microwave/fridge on the second floor. If you have booked the full board option, our Student Services Team will advise.

You can also buy lunch from one of the many cafés/restaurants in the area.


- Ask - Pizza and Pasta, Italian food. Cost: £10 - £8
- Bujis Street Brasserie, Chinese and Singaporean food. They do a fixed menu for lunch. Cost £7 - £15
- Burger King, cheap hamburgers and other fast food. Cost: £4 - £10
- Pret a Manger. Cost £4 - £10
- Caffé Nero - Grilled sandwiches, muffins and cookies. Cost: £4 - £8
- Comptoir Libanais - Lebanese food. Our students can get a discount. Cost: £7 - £15
- Local supermarkets: Tesco and Waitrose. Cost £3 - £10

Frances King students can get discounts at a number of cafes and restaurants. See the list on the second-floor notice board.

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## TOILETS

Do not use the communal toilets on the lower floor - there are stickers on the doors telling you which

toilets you must not use . If you are not sure, please ask a member of staff to show you which toilets you can use.

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## EXTRA STUDY TIME

You are welcome to stay and study in the afternoon until the school closes at 16:00 Monday to Friday.

## ACTIVITY PROGRAMME

We strongly recommend you participate in our Activity Programme as much as possible, as it gives you an opportunity to speak English in the 'real world', make friends and see more of London. However, these activities are not compulsory. The programme will be given to you on arrival and is also on the notice boards.

You will need to book activities in advance at Reception on the 1<sup>st</sup> floor in our main school at 77 Gloucester Road. You can join most of the activities for free (e.g., Harry Potter London Walk), for some events you have to pay a small entrance fee (e.g., Chelsea Physic Garden £12.00), for some events you pay for your food and drink – the price depends on how much you eat! An approximate cost is shown on the Activity Programme for these events. For some events you need to buy a ticket in advance from Reception (e.g. Houses of Parliament tour, £29). These events usually have limited numbers, so tickets are sold on a first-come first-served basis, so make sure you book your place early.

Some activities are not suitable for anyone under the age of 18 (e.g., Soho Heritage Pub Tour) and this is clearly stated on the programme.

At the end of the Activity, the Frances King leaders will make sure that you know how to get home. Please ask them any questions if you are unsure. They are here to help.

If you have booked and are running late for an activity, you can call or text the activity leader on +44 (0)7880 573 745.

If you cannot participate in an activity and would like some inspiration for an alternative option on your own, please ask our Student Services Team (first floor Reception) for ideas. They will also help you check how to safely get to the point of interest and how to get back home on time from there.

## FREE TIME

You are welcome to stay in our Student Common Area at the school (first floor) to do your homework or socialise with other students.

## PROBLEMS:

We are all here to help you.

Do not hesitate to talk to us regarding any problem. We have various members of staff that speak other languages should you need translation.

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## STUDENT SERVICES TEAM



**Daria Wrzesinska**

Head of Student Engagement

Speaks Polish



**Camilla Deiana**

Student Services Officer

Speaks Italian



**Kento Hirano**

Marketing Executive  
& Student Services

Speaks Japanese

There are also staff members who speak Spanish and French.

## COURSE

If you have a problem regarding your course, please talk to your teacher or one of the Programme Managers. You can often find them in the Teachers' Room on the first floor, otherwise make an appointment with reception.



Gavin Hards  
Programme Manager



Jo Love  
Family Programme Manager

## SAFEGUARDING TEAM

The school has a Designated Safeguarding Team, made up of members of staff who are specially trained to work with young adults. If you have any welfare problems or any concerns about another student that is aged under 18, please speak to a member of this team.

## SAFEGUARDING TEAM



Claire Granados  
Executive Principal



Daria Wrzesinska  
Head of Student Engagement



Gavin Hards  
Programme Manager



Jo Love  
Family Programme Manager

## EMERGENCIES AND OUT OF OFFICE HOURS (WHEN THE SCHOOL IS CLOSED)

If you are not at school and have a serious problem or emergency, please call the school emergency number that is on your student card: +44 (0)7768 325391. You should save this number in your phone. This number is answered 24/7.

The emergency number for fire, ambulance and the police in the UK is 999.

## WELLBEING ISSUES

If at any time you are subject to or witness any behaviour which makes you feel uncomfortable, unsafe, or upset, you should speak to a Student Services Officer (1st floor Reception) or call 07570 695 082.

If you or another student you know are experiencing bullying, harassment, cultural difficulties, or any issues related to alcohol or drug abuse, or if you are ill or have health issues, please talk to our Student Services Officers. You can come directly to the office on 1st floor or contact us on the same number.

## INAPPROPRIATE BEHAVIOUR

If you see someone who holds radical or extremist views, please tell your teacher, the Programme Manager (1st floor - teachers' room) or a Student Services Officer (1st floor reception).

Staff members are not allowed to share their personal details (e.g., contact details and social media) with you. They are also not allowed to meet you outside of officially approved school activities. If a member of staff acts in a way that makes you feel uncomfortable or does not respect the rules above, please tell a member of the Safeguarding Team immediately (see 1st section of this document).

## EXTERNAL ORGANISATIONS

If you have a problem and you do not want to tell anyone you know, you can call **ChildLine** on 0800 1111. They can give you advice on

- Abuse
- Drugs
- Bullying/Cyberbullying
- Sexuality
- Mental health

If you need emotional support or are having thoughts about hurting yourself, you should call the **Samaritans** on 116 123. They will listen to you, and the service is anonymous.

## COMPLAINTS PROCEDURE

If you have a complaint about the school, any of our staff or another student, please speak to a member of the Safeguarding Team, or ask for a copy of our Student Complaints Policy and Procedure, which you can get from Student Services.

You can also make a complaint online at: <https://www.surveymonkey.co.uk/r/FKLondon>

## RULES

### BEHAVIOUR

The school expects students:

- to attend classes every day and on time
- to tell the school if they have to miss any classes due to illness or other reasons
- to watch the school's induction presentation
- to inform the school office of any change of address or contact details
- to follow the school's IT policy and to not use the school's computers inappropriately or to download inappropriate material

- to avoid behaviour or language that may cause offence
- to be polite and respectful when speaking to other students, our staff and accommodation providers
- to understand that bullying or harassment will not be tolerated online or in person
- to respect the core values of: Democracy, Rule of Law, Individual Liberty, and Respect for other people's different faiths and beliefs
- to obey any dress code you are given, which includes wearing a school lanyard while on school premises
- to speak English as much as possible

You should **never**:

- Smoke, drink, use drugs, steal or shoplift
- Use bad language or fight with anyone
- Use your mobile phone or any handheld equipment during lessons or activities
- Break any law
- Eat chewing gum in class

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## DRESS CODE

All students must follow a dress code while at school or on any trips/activities.

- No bare chests
- No bikinis
- No visible underwear
- No see-through clothing
- No very short shorts
- No strapless tops
- No vests open at the sides
- No very low-cut tops
- No clothes with offensive language or logos

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## DIGITAL BEHAVIOUR / IT POLICY

The school IT system will require you to agree to safe use conditions when you connect to our Wifi, and you will have to confirm this once a week.

It is very important that you treat the internet with great care – remember that people you meet on the internet may not be what they seem. There are a lot of bad people out there who pretend to be someone else to try to trick you. They may try to steal your money, steal your identity or hurt you. Never agree to meet anyone in real life who you have made friends with over the internet.

Here are some rules you can follow which will help you to stay safe online:

- Do not share your usernames or passwords with anyone nor use anyone's usernames or passwords
- Do not share any personal information (e.g., contact details) about yourself or anyone else online
- Do not meet anyone in real life who you have met online
- Report immediately to a member of staff or your homestay host if you receive any inappropriate message that makes you feel upset or unhappy
- Do not access, share, or store any illegal or inappropriate material (gambling, pornography, unpaid music/films, violent or extremist material etc)

- Do not share on the internet or social media any picture of anyone without their consent
- Be polite online. Do not use unkind, angry, or bad language

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## DISCIPLINE PROCEDURE

Frances King may cancel your course and accommodation in the event of misconduct or unsatisfactory behaviour (e.g., possession/consumption of drugs/alcohol, breaking the law, breaking school rules, violent/disrespectful behaviour towards staff, hosts or other students, repeated absence from classes, intentional damage to the school or host property etc).

Your parents will be responsible for all costs arising, including your return journey and any additional accommodation.

- Step 1: Warning, a member of staff will talk to you about your behaviour and remind you of the expectations of the school.
- Step 2. If your behaviour continues, a member of the Safeguarding Team will talk to you about your behaviour and the possible consequences to follow.
- Step 3. If your behaviour continues or escalates your parents or guardian will be informed.
- Step 4. If your behaviour escalates further or becomes dangerous then your parents will be

contacted and they will need to make arrangements to transport you back home.

In situations where there is serious risk of harm to you, other students, or members of staff from your behaviour, then we may go straight to Step 4 and remove you from the school immediately.

## OUTSIDE THE SCHOOL

### PUBLIC TRANSPORT

London is a big city and you will have to use the public transports to reach most places of interest and to get back to your homestay. Public transport consists of buses, the London Underground (also called “The Tube”) and overground trains. Buses run from around 05:30 to 23:45 and many bus routes (but not all) also have a night service that runs from 23:45 to 05:30. There is also a Night Tube service on several central London underground lines, which runs on some nights of the week. You can find all information at [www.tfl.gov](http://www.tfl.gov), where you can find maps and Travel Planner – a tool which helps you work out how to make a particular journey from point A to point B.

You can pay for your journey using your debit/credit card (if they have a contactless symbol) or by buying an Oyster card from most of Underground stations. You can preload your Oystercard with credit, or you can buy a Travelcard, which gives you unlimited travel within certain “zones” of London. You cannot pay in cash directly to the bus driver.

A 7-Day Travelcard costs: £35.10 (zones 1-2) / £41.20 (zones 1-3) (2019). You can find more information on cost of transportation via the link: <https://tfl.gov.uk/fares/find-fares>

We recommend that you download the following applications to find the easiest way to go around the city:

- Citymapper
- Moovit

Search on the App Store or Play Store to download these apps.

Make sure that you check the route before you travel anywhere in the city.

## AT YOUR HOMESTAY

Your host is here to help you have an enjoyable stay but also to make sure that you are safe. Please behave in a kind and respectful manner and understand that they could get worried or upset if you misbehave (like a parent would).

Give your phone number to your host before arrival or on first day in the house, and make sure you store their number in your phone as well. For extra safety, make sure you write this number down on a piece of paper which you keep with you, in case you lose your phone and need to contact them.

It is likely that your host has specific house rules, which will be explained to you on arrival. These may include setting a time for breakfast and dinner. If you are going to be late for mealtimes, you must let the host know.

You must obey the rules your host family gives you. If you behave badly, they can refuse to let you continue to stay there, and you will have to move to a different homestay, which you may be charged for.

On your arrival, ask your homestay to show you the safest/quickest way to get to the school and the main points of interest of the city from their house.

Always be back at your homestay by curfew time: 10:00pm from Sunday and Thursday and 11:00pm on Friday and Saturday nights.

If you are planning to go out in the evening or on the weekend (day trips only), always inform your host in advance about where you are going (address and ideally a phone number of the person you are meeting, if applicable) and what time you are coming back. Always have your phone battery charged and some credit to be able to call/text. Inform your host of any change of plan or if you are running late.

Please note that you will require permission both from your parents and the school to stay out overnight with friends or to arrange your own holidays. Excursions outside the UK are not permitted.

Your host should always remain in the house overnight. Let us know immediately if this is not the case.

If you have any concerns or problems, talk to your host as they care about your wellbeing and can help straightaway. If your concern or problem is regarding your host or you feel uncomfortable talking to your host about it, please talk to our student services team.

## SAFETY

### LOOKING AFTER YOUR BELONGINGS

Keep your jacket and bag close to you when you are out, particularly when you are on the tube or in crowded places. Make sure that your valuables (money, phone, keys etc) are inside a closed bag or in a safe pocket.

Take special care of your passport, travel documents and tickets. Keep them in a safe place. You shouldn't take your passport or travel documents with you when you go out. Just take a photocopy and a photograph on your phone. If you lose your passport, contact the police and your Embassy immediately, and give them your passport details. Keep your passport and spare money locked in your suitcase inside your room, so you know where it is at all times.

Register your most valuable possessions including your mobile phone and laptop, free of charge, with Immobilise Phone Crime ([www.immobilise.com](http://www.immobilise.com)). If an item is stolen, call 08701123 123. You will need to have your IMEI number (15-digit serial number) when reporting a stolen mobile phone. This can be found by dialling #06# on most mobiles or in the About section in Settings. Our Student Services Team can help you if you need help. You should keep your IMEI number written down in a safe place in case it is required.

Avoid using a computer case when carrying a laptop. Use a less obvious bag to carry it in.



Avoid displaying other expensive items, such as jewellery, watches, AirPods earphones or mobile phones in public places.

Do not carry large amounts of cash with you. In London most people don't use a lot of cash, and usually carry less than £50 with them.

## SAFETY ON THE STREETS

When crossing the road, remember that vehicles drive on the left in the U.K.

If you are returning home late at night, try not to walk home by yourself. Walk in a group preferably or use public transport. Avoid putting yourself at risk by taking shortcuts e.g., through dimly-lit alleyways or parks.

Do ensure that you have a mobile phone with you that it is fully charged and has enough credit for you to make phone calls/text.

Do let your host and a friend know where you are going.

Sit near other passengers on the bus or tube. On a bus sitting downstairs near the driver is safest. Tell the driver if someone is causing a problem or making you feel uncomfortable. If necessary, get off the bus at the next stop, where there are other people. Do not get off where the people causing trouble do, even if it means missing your stop.

If you decide to take a taxi, on the street only take a black cab (traditional London taxis with an orange light on top), both driver and cab are licensed. A licenced taxi should have its license number displayed on the back of the vehicle. All taxis should use a meter unless a fixed price has been agreed. To take a minicab you need to phone for one. Addison Lee is a reliable taxi company (phone number +44 (0) 207 387 8888). Make sure the driver tells you your name before you get in. Only pay the driver after you have got out of the taxi. You can also ask your host if they know any reputable local company. Many people use Uber, an app on your phone which means you don't have to use cash or card to pay for your ride.

**Do not walk home alone at night.**

**Do not go to local parks at night.**

If you feel you are being followed, cross the street more than once if necessary, and if you still feel threatened move as quickly as possible to a public area such as a restaurant and phone for help (your hosts - you could ask them to accompany you home). If you think you are in danger you should call the Police on 999.

Be alert when using a mobile phone. Be discreet and try to conceal it. Never walk along looking at your phone. There are people who go around on motorbikes looking for people to steal mobile phones from – they will ride on to the pavement and take your phone right out of your hand!

Don't wander along the street with your earphones on.

If you are withdrawing money from an ATM cash machine, be aware of others around you and try not to use them at night or in poorly lit areas. Whenever possible use the ATMs inside a bank.

## ADVICE ON PROTECTING YOURSELF FROM PICKPOCKETS

Keep your bag, wallet or purse close to you at all times. Do not put your bag on the ground beside you or on the back of your chair when you are in a cafe or a restaurant. Do not leave your purse / wallet or phone on the table.

Avoid talking to strangers. They might be asking you for directions or just pretending to be friendly while distracting you for a nearby partner to rob you. Walk purposefully and ignore anybody who tries to speak to you especially in or near tube stations. Stopping to consult a map in the street is a good

indication that you are a tourist and easy target for pickpockets while you are concentrating on your map. Try to plan your route before you leave your home or while you are sitting in a coffee shop.

Be very careful crowded places such as buses, tubes and lifts during rush hour. These are favourite places for pickpockets. Take your backpack off your back and hold it in front of you. If you use a shoulder bag, bring this in front of your body as well. Don't carry your wallet in the back pocket of your trousers.

Keep your keys in your pocket, if possible, or at least separate from your other belongings. Then if you lose your bag, you can still get into your home.

If you are robbed, report it immediately to the Police by calling 101. If violence or a weapon was used, please call 999 (the number for all Emergency Services in the UK). Please also report it to Student Services when you come to school, so we can give you support and advice.

If you need urgent help from Frances King, remember to call the FK emergency number: +44 (0)7768 325 391. This number is on the back of your student card.

## THE LAW IN THE UK

### SMOKING

You must be 18 years or over to buy cigarettes, tobacco or e-cigarettes. Smoking is banned in all public buildings in Britain including bars, restaurants, shops, stations, cinemas and on all public transport. You cannot ask an adult to buy cigarettes, tobacco or e-cigarettes for you.

### DRINKING ALCOHOL

You must be 18 years or over to drink alcohol in pubs, bars, restaurants and nightclubs.

### DRUGS

As in most European countries, the UK has strict laws against the use of illegal drugs and punishments can be very heavy. You are strongly advised not to use illegal drugs during your stay.

If we believe you have been using illegal drugs while you are in London we will contact your family and tell them. If you continue to break the law, we will cancel your booking and you will have to return home.

### SHOPLIFTING

People who are caught stealing from shops will probably have to go to court. This will cause serious problems for you if you have a visa, and you will be forced to leave the country and will probably not be allowed to return for several years.

### WEAPONS

It is illegal to carry any weapon for defence, including tazers, gas and sprays. You will be arrested if the police stop you and you have a weapon.

People under the age of 18 are restricted from buying knives with sharp blades – even for art or cooking. It is illegal to carry a non-folding knife. A folding knife with a blade longer than 3 inches (7.6cm) is illegal. The Police are very strict about young people carrying knives.

## CYCLING

You cannot ride a bike on the pavement, and you must use lights if you cycle at night. A helmet is not obligatory, but it is highly recommended.

## FALSE ID/PASSPORT

It is a criminal offence to use a false or borrowed ID/passport.

Updated June, 2022. GY.